FAQ SECTIONS

1. COURSE TESTS/COURSE COMPLETION.

Q. Is there a cost for me to take the course?
R. No. The Army's eLearning Program provides over 5,000 courses to every Active Army, Army National Guard, Army Reservist/IRR, Army ROTC (MS III & IV) Cadet and Department of Army civilian free of charge to the employee and their organization.

Q. Am I penalized if I fail a course test?
R. No. The passing score for each lesson test in the Army's eLearning Program is 70% or higher. There is NO penalty to the student for failing a course test. The course tests can be taken as many times as necessary to pass the test with a 70% or higher. Test results are only displayed in the student's "My Progress" and are not passed to any other individuals other than designated administrators of the program. Note that individuals must pass each lesson test in the course with a 70% or higher in order to receive a certificate regardless of the overall course score.

Q. Is there a time limit on when I have to complete a course?
R. No. There is no time limit to complete a SkillSoft course (only under certain circumstances, i.e. a course catalog update or an organizational requirement, will a student be required to complete courses within a certain timeframe). The student can take as long as necessary to complete the course. Students can also access course content to learn about a certain skill without actually completing the entire course. This provides students with a great resource for information needed just-in time!

Q. How can I take the same course more than once and receive a new certificate?
R. Users can now add courses to their My Plan to complete on a recurring basis. Below you will find the instructions for setting your course in Army eLearning to a recurring course to allow you to receive a new completion certificate each time you complete the course. Also below you will find instructions to follow if you have already completed the course but did not set the course as recurring prior to completing it. You will unfortunately be required to reset the course and complete the tests again, however you do not have to complete the entire course again, just retake the lesson tests. Contact the Army eLearning Program office at army.elearning@us.army.mil if you need further assistance.
IF YO**U** HAV**E** NEVE**R** COMPLETE**D** TH**E** COURS**E** BEFORE: Click on the course title of the course you need to complete; Click on Ad**d** t**o** M**y** Plan**;** Du**e** Date**:** Click on the Fixed Date radio button; insert a date that you would like to complete the course; Recurrence**:** Click on the Every radio button;

For an annual course – insert the number —1‖ then click the down arrow and choose years; Click on one of the reminder radio buttons if you want the system to remind you of your due date; this is optional; Click Submit; Click on the My Plan link; Click on the Course Title; then Play course. **IF YOU HAVE ALREADY COMPLETED THE COURSE AND NEED TO RETAKE FOR A NEW CERTIFICATE W/NEW DATE:** Click on the course title of the course you need to complete; Click on **Add to My Plan; Due Date:** Click on the Fixed Date radio button; insert a date that you would like to complete the course; **Recurrence:** Click on the Every radio button; For an annual course – insert the number —1‖ then click the down arrow and choose years; Click on one of the reminder radio buttons if you want the system to remind you of your due date; this is optional; Click Submit; Click on the My Plan link; Click on the Course Title; then Play course; A dialogue box will appear asking you if you want to reset the course or just continue. Since you want to receive a new completion date and certificate for this course, click on the Restart Button; Click on the My Plan link (if you click Play Course again, it will continue to bring up the dialogue box; you must click My Plan link from the Shortcuts Menu); Click on the Course Title; then Click Play Course; Your progress should now be clear and reset so you can complete the course again.

Q. What is Take a Test?
R. It is an assessment that enables you to take proficiency tests for selected learning content before and after you take the training. The scores from the tests are updated and stored centrally. Students must pass each lesson test in the course with a 70% or higher in order to receive a certificate of completion for a course.

Q. How do I qualify for completion certificates?
R. You must pass each course lesson test with a 70% or higher.

Q. How will I receive my course completion certificates?
R. Students' successfully completed courses will transfer to ATRRS and a certificate will be emailed to them at their AKO email address within 3-5 days of completing the course. You may print a certificate within the program by checking on the My Progress link; click on the Completion Tab; and then the certificate icon next to the course title. NOTE: The default for the Date Range in the Completion Tab is set for the Last 90 Days. If you want all of your completions, click the down arrow and select All.

Q. How do I obtain a reprint of a certificate if I have misplaced my original?
R. If students require a new certificate for a successfully completed course they can follow one of the three methods below:
1. Go to the ATRRS Self Development Center (https://www.atrrs.army.mil/selfdevctr) and click on the —View Your ATRRS Training‖ link on the left hand side of the page under the —User Tools‖ Menu. You will be prompted to logon with your CAC.
2. Log in to AKO, https://www.us.army.mil ; click on Self Service link; click on My Training link; scroll down to the ATRRS Student Center; click on —View Individual Training Record‖ on the left side under —User Tools‖ Menu.
3. You may also view your records with your AKO username and password by going to: https://www.atrrs.army.mil/pentagon.mil/ATRRSStudentCenter .
No matter which method you choose, you may click on the icon under the certificate column of the course. Print or save the certificate as desired.

2. REGISTRATION/PASSWORD/LOGIN.

Q. I am logging on for the first time. What is my Login ID and password?
R. Have you registered into Army eLearning through AKO/ATRRS? If so, see the emails provided by ATRRS or use the —Forgot Password‖ function on the login page at http://usarmy.skillport.com (your ID is the same as your AKO ID without the @us.army.mil). If you have not registered through AKO/ATRRS, please go to AKO at http://www.us.army.mil > My Education > Army eLearning Portal Page; click on New User link.

Q. Who is eligible to register for Army eLearning? R. Active Army, Army National Guard, Army Reservist, ROTC (MS III & IV) cadets, and Department of Army civilians.

Q. I am a service member with a service other than Army (i.e., Air Force, Marine Corps, Navy, Coast Guard). I have an AKO account. Does this mean I can register for Army?
R. No, even if you have an AKO account, only Army employees are eligible to register for Army eLearning. Each service has their own eLearning Program and that is why they are restricted to their respective employees.

Q. I registered for Army e-Learning, however the login credentials e-mails that were sent to me were blank. How do I receive my password?
R. There is an issue with AKO Webmail 2.0 that causes these emails to appear blank or encrypted. If you still have the e-mails in your inbox, please use AKO webmail classic as shown below. If you no longer have the-mails, you can go to the login page at https://usarmy.skillport.com and click on the Forgot Password link to have a new one sent to you.
Three ways to access webmail classic:
1. Go to https://www.us.army.mil; click —I Accept‖; to the left of the picture under —Access your Webmail‖, Click —Webmail Classic‖. You will be re-routed to a different page; click —I Accept‖, Log on.
2. The other way is to go to https://www.us.army.mil; Log on; Click —AKO Mail Inbox‖ just below —Favorites‖; at the bottom of the window, it say —Go to your AKO Inbox: Webmail; Weblight; Webmail Classic; Click on —Webmail Classic‖
3. Lastly, if you want to make sure webmail classic is your default; log in to https://www.us.army.mil; click on —My Account‖ just below —Mail Preferences‖, —Mail Options‖; select —Webmail Classic‖ in the Preferred Webmail section; click Submit

Q. I'm trying to log into Army eLearning, and I'm sure I'm typing my login email address and password correctly, but I keep getting a message saying, "Invalid email or password." What's wrong?
R. First, remember that the Army eLearning login is your AKO ID (not the full email address) and passwords are case sensitive. Be sure to be aware of whether your Caps Lock key is on, for example, and be sure that you are using capital letters and lowercase letters in exactly the same way that you used them when you first registered. Note: if you requested a new password and that one is not being accepted make sure you close out all sessions of your internet browser first before trying the new password.
If you still have difficulties, please clear your Temporary internet files by following the below steps and then close all open windows and reattempt:
Internet Explorer
1 Go to "Tools" and choose "Internet Options"
2 Click on the button labeled "Delete Files" located on the General tab under the heading Temporary internet files
3. In the window that appears, select the box that says "Delete all offline content"
4. Click on okay.
OR
Netscape
1 Go to "Edit" and choose "Preferences"
2 Click on the + symbol beside "Advanced"
3 Click once on the "Cache" category, and then click "Clear Memory Cache" & "Clear Disk Cache"
4 Click "Ok"

To change your password once you are logged in please follow the steps below:
1) Log into your SkillSoft Site 2) Using the navigation bar, at the top right, please click on 'Customize' 3) Click on 'Update your User Profile' 4) Here you will see the option to change your password.
2) If you are still unable to log in to Army eLearning, please send an email to **SkillPort_armyElearning@skillsoft.com** or call 1-888-562-4777 or email army.elearning@us.army.mil.

Q. Every time I try to log into SkillPort, my ID and password are accepted but I receive the message "Login in progress – please wait" and it never gets past that. What am I doing wrong?
R. It is most likely because your security settings are not set high enough and/or you do not have the Java Virtual Machine loaded on your computer. Please follow the steps below:
1 Set Security: Open your Internet Browser Tools > Internet Options > Security Tab > Highlight Trusted Sites > Click Sites > Add skillport.com (Remove check mark from "Require Server Verification") > Click add, and then repeat this step to add skillsoft.com. With Trusted Sites still highlighted please click Default Level.
2 Ensure all Microsoft JavaVM options are enabled: Go to Tools > Internet Options > Advanced Tab > Scroll down until you see MicrosoftVM (or JavaVM). Ensure all 3 options are checked and click APPLY. (If no VM is present please follow the steps at the end of this email to obtain this product.)
3 Clear your Cache: Tools > Internet Options > Delete Files > check Delete All Offline Content > Click OK.
4 Close ALL open instances of your browser.
5 Reopen the browser and reattempt.
You may download the Microsoft Java Virtual Machine client from the following Site:
http://support.skillsoft.com/customer/login.htm
When beginning the download of this file please note the location of it on your system and open the file (msjavx86.exe) once the download has completed. This will bring you to an installation screen, which will ask you if you want to install Microsoft VM. You will click on "yes" and another screen will pop up with the license agreement. Once you accept the terms, the installation will begin. When the installation is complete you will be required to restart your computer before the settings will take effect.

Q. I have tried to register for Army eLearning. The instructions indicated I would receive a password by the next business day, but I have yet to receive confirmation. I know I am in the system (I tried to reregister) is there a delay in issuing passwords?
R. Army eLearning userids and passwords are sent to your AKO email account. If you do not have your AKO email forwarded to another email address, you will need to log in to AKO at https://www.us.army.mil and click on the email icon. If you do have it forwarded to another address be sure to check to make sure the forwarding address is correct. If you still do not receive your password, please contact the Army eLearning Program Office at army.elearning@us.army.mil.

Q. Please send me a student number and a password to access to the Army eLearning website.
R. If a student has not yet registered for an account through ATRRS, follow the procedure below: Step 1. Log onto AKO at https://www.us.army.mil; Step 2. Click on Self-Service, then My Education; Step 3. Click on the Army e-Learning Portal Page link; Step 4. Click on the New User Link; Step 5. Choose "Register for the Army e-Learning Program" at the top of the page;
Step 6. Choose CAC radio button (if you receive a message that states that you have an open reservation for the program, then you are already registered. You can go to the login page at https://usarmy.skillport.com and click on the Forgot Password link to have a new one sent to you.)
Step 7. Complete every block on the registration form and click on Submit at the bottom of the page;
Step 8. Once the system accepts your registration you will receive two emails in your AKO email account. One email has your e-Learning logon id (AKO User Name) and the address you will use to log onto the e-Learning Program, and the second email will contain your password;Step 9. When you logon to e-Learning click on the Catalog folder. Once you get to the course title you are interested in taking, click the launch link.

Q. How can I change my password?
R. After a user logs into Army eLearning, click on the —My Profile|| link at left side of the page then —Update your User Profile

3. COURSE DOWNLOAD.

Q. How many courses can I download?
R. As many as you need for your curriculum.

Q. I've downloaded learning content to my local machine. When I launch it, it asks for a student number and password. What do I enter?
The student number is the AKO ID (enter the full AKO email address to include the @us.army.mil) and the Password is the password you use to log into SkillPort. Remember, these values are case sensitive, so be sure to note whether your Caps Lock key is on, for example
.
Q. I've had problems getting modules to download for offline viewing.
R. If the system seems to —hang‖ when trying to download courses, contact SkillSoft Technical Support for assistance at 1-888-562-4777 or **SkillPort_ArmyElearning@skillsoft.com**.

Q. How do I synchronize my off-line progress to my SkillPort account so I can receive credit for completing the downloaded course?
R. 1. User logs in to their SkillPort account and downloads the course; 2. The SkillSoft Course Manager (SCM) will then be downloaded on the user's computer. The user can download as many courses as they'd like during each session; 3. The user logs into their SCM and completes the course(s) off-line. The user must then log out of the course manager; 4. Logging back into the Course Manager will upload the offline results and update Skillport; 5. When the user logs back into their SkillPort account, the progress from the Course Manager will be displayed. **Note:** Each time a user enters a new SkillPort session and downloads a new course, the system will install the SCM even though it may already be installed. This will NOT affect any progress that is currently off-line. The SCM will simply override the old SCM and the user will be able to continue their current progress off-line.

4. COURSE LAUNCH.
Q. How do I launch learning content?
Go to AKO: https://www.us.army.mil; click on My Education; Army eLearning portal page; Army eLearning login link. Log into Army eLearning and select Catalog Tab on the Left side of the page, or use the Search and Learn facility to locate the desired course. Once you find the desired course you can select —Add to My Plan‖ to avoid searching for anything more than once. You can select Launch to take the learning content online, or Download this Course to download a copy of the content to your computer. A User guide is available on the ShortCuts Menu on the SkillPort web page (select SkillPort 7.0 Quick Start Guide in the left tabs).
Q. How can I find courses I need to take?
R. Begin with the Catalog tab on the left. Refer to the Quick Start Guide for tips on how to use the SearchandLearn capabilities.

Q. In what order should I take learning content?
The ELearning Catalog lists training material in the order in which it is recommended. The catalog can be downloaded from the login page at http://usarmy.skillport.com . However, you can take the courses in any order you wish to take them.

5. PROMOTION POINTS

Q. How do I get promotion points?
R. Soldiers receive 1 promotion point for every 5 hours of training. Once a Soldier completes an Army e-Learning course, it can take up to 3-5 days for the completion to be recorded in ATRRS. Correspondence courses (those that Soldiers register for in the ATRRS Self Development Center), are usually quicker. Once the completion for either is recorded in ATRRS, for AC Soldiers the completion automatically sent to HRC. From there, HRC states that within 48 hours of receipt from

ATRRS, it should reflect in the ERB and/or PPW assuming the course is authorized to be on the ERB and if the course counts for promotion points.

However, the above only applies to Army e-Learning course courses and Correspondence courses Soldiers register for in the ATRRS Self Development Center that were completed after 22 Dec 2010.

Per HRC, all Correspondence Course/ACCP/Army e-Learning completed prior to 23 Dec 2010 needs to be entered manually on the Soldiers ERB by the S1 assuming there is an authorized code in eMILPO. The codes are located at https://www.ask.army.mil/dbhelper/searchdetail.aspx?sname=CORCRS.

S1's need to manually add Army e-Learning and ACCP on eMILPO by using the ACCP/DL/eLearning tab on the main menu. Again, assuming the course is authorized to be on the ERB and if the course counts for promotion points. Also, there were some glitches from between 23 Dec 2010 and today. Your S1 has to add the missing courses manually to the ERB just like courses completed prior to 23 Dec 2010 assuming there is an authorized code in eMILPO. ATRRS has no association with the eMILPO course codes.

6. RETIREMENT POINTS FOR RESERVISTS

Q. I am in the Army Reserve. How do I get retirement points for Army eLearning courses?
R. Reserve soldiers receive 1 retirement point for every 3 hours of training. Soldiers must submit a copy of their ATRRS transcript in order to receive the points. You can access your ATRRS transcript by following one of the three methods below:
1. Go to the ATRRS Self Development Center (https://www.atrrs.army.mil/selfdevctr) and click on the —View Your ATRRS Transcript‖ link on the left hand side of the page under the —User Tools‖ Menu. You will be prompted to logon with your CAC.
2. Log in to AKO, https://www.us.army.mil ; click on Self Service link; click on My Training link; scroll down to the ATRRS Student Center; click on —View Unofficial Transcript‖ on the left side under —User Tools‖ Menu.
3. You may also view your records with your AKO username and password by going to: https://www.atrrs.army.mil/pentagon.mil/ATRRSStudentCenter .

Q. I am in the National Guard. Can I get retirement points for Army e-Learning courses?
R. No, National Guard soldiers do not receive retirement points for Army e-Learning courses.

7. COLLEGE CREDITS.

Q. How can I get credit for courses taken?
R. There are currently 49 SkillSoft course series in the Army eLearning Program that have been recommended by ACE for college credits. The procedures and forms required to obtain these credits are listed on the AKO, My Education, Army eLearning Portal Page or contact army.elearning@us.army.mil. It is basically up to the college or university on whether they will accept the other SkillSoft courses towards a degree – many schools have done so.

8. MISCELLANEOUS.

Q. I used to have access to Rosetta Stone Foreign Language courses, but I no longer have access. Where did they go?
R. The Army's contract with Rosetta Stone expired 24 September 2011. The Army language training is now provided by the Defense Language Institute (DLI) Headstart 2 program. You can register for those courses through (1) the ATRRS Self Development Center at https://www.atrrs.army.mil/selfdevctr/ .Search for course title HEADSTART. (2) Register with the JOINT WARFIGHTING CENTER (JKDDC) school. You will receive an automated e-mail that will provide you with instructions for accessing the courses. You will then take the course through JKO at http://jko.jfcom.mil/ or ALMS, http://www.lms.army.mil, depending on which language you selected.

NOTE: When you perform the Headstart search in ATRRS, there will be courses listed for Sch 772 which is JKO and Sch 215 which is the ALMS. You may choose whichever school you like, but you cannot take the same courses in both systems and get double credit. For example, PASHTO is listed under both 772 and 215 but you may only register for one.

Q. How do I access from Home?
R. Via a Web Browser and Internet Service Provider.

Q. Can I continue using Army eLearning after I retire?
R. Not in the Army's eLearning system, but you can make arrangements with SkillSoft Corporation for special pricing for military retirees. You can email federalinfo@skillsoft.com for details.

Q. Can I use Army eLearning if I am a Contractor?
R. Not generally, only members of the Active Army, Army National Guard, Army Reservists and DA civilian workforce can access the Army eLearning program. However, you can contact federalinfo@skillsoft.com for special pricing for government contractors. If there is a special circumstance requiring an exception to the policy, please email the Army eLearning Program Office at army.elearning@us.army.mil for a review by the PM. **Note:** if you are an Army contractor required to take the Army eLearning courses to satisfy the Army Information Assurance certification, please contact doris.wright@us.army.mil

Q. What is Mentoring?
R. Mentoring gives you help with your studies through live chat, discussion groups, and email:
Live chat or email: An online environment where you can meet with certified SkillSoft mentoring personnel fellow to assist you with your training and where you can get expert answers to your questions, 24 hours a day, 7 days a week.
Discussion groups: A place where you can talk about technical, career, and certification issues with your peers (accessed from the Community tab within SkillPort).

Q. How do I get reports from SkillPort?
From the Army eLearning Program System Administrator. Contact the Army eLearning Program Administrator at army.elearning@us.army.mil for more information. In addition, students can use the —My Progress‖ feature in SkillPort for individual reports on their status.

Q. Is there a list of all the courses?
R. Yes. Users can go to the Army eLearning login page at http://usarmy.skillport.com page and download the current course catalog or go to AKO > My Education > Army eLearning Portal Page.

Q. Wish there were more how to classes for new soldiers that are related to their jobs, is that possible?
R. The Army eLearning Program offers a wide variety of Information Technology and Business skills. Soldiers looking for courses directly related to their MOS should refer to the Total Army Distribution Learning System: ALMS, http://lms.army.mil/dls ; http://www.tadlp.monroe.army.mil/ and the Reimer Digital Library at http://www.atsc.army.mil

Q. How do I know what training material I need to take to prepare for Microsoft, Cisco, Lotus, or other certification?
R: Refer to the printed catalog or the IT Professional Certifications in the Catalog tab in SkillPort.

Q. What is eLearning?

R: ELearning enables people to learn the skills they need to succeed, by using the power of the Internet. It integrates multimedia, instructor-led, and real-time learning techniques into a facilitated, collaborative learning environment. ELearning employs a personalized, modular learning architecture, and is as current and as available as the Internet.

Q. Can I access training material from a computer other than my own?
R. Yes, you can access your training material from any Internet connected computer (as long as that computer meets the SkillPort system requirements). Simply go to AKO, Self-Service, My Education, Army eLearning Portal Page to log in.

Q. I'd like to contact SkillSoft with feedback suggesting some improvements. How do I do that?
R. Select the Technical Support link on the left of the SkillPort web page or email Army@skillsoft.com

Q. I received this error message: "Error. Either your session has expired or your browser has experienced a networking difficulty in communicating with our site. Please logout and close your browser, then open it and try again." What's wrong?
R. In order to maintain the security of your SkillPort account, your login session will expire if there is no activity (clicking a link, for example) for an extended period of time. To start a new session, simply close your browser, reopen it, go to http://usarmy.skillport.com , and log in.

Q. What are cookies?
R. A cookie is a message given to your web browser by a web server, and is stored on your system in a small text file. Web sites use cookies to recall user information—when you return to a web site that uses cookies, your browser sends information to the web server via the appropriate cookie file. The server can then present you with custom web pages, recall any preferences you have specified or even remember your login information in order to automatically log you into the site.
SkillPort uses cookies to store your individual information. Once you have registered, each time you access SkillPort, the stored cookie supplies your preference information to the system.

Q. How do I clear my browser's cache?
R. In Microsoft Internet Explorer, to clear the cache: Click the View menu and choose Internet Options. Click the General tab. Click the Delete Files button in the Temporary Internet Files section. Click OK. Click OK again. Close and reopen the browser.
Once registered, you can Logon to the Army eLearning site using your AKO User Name and SkillPort password at http://usarmy.skillport.com .
For further information, please review the User Documents on the Army eLearning Webpage.

Q. If anyone is looking for any specific Army eLearning information or documentation.
R. Go to the AKO website > My Education > Army eLearning Portal Page – we have a lot of information available for you.

8. HELP DESK CONTACT INFORMATION:
For SkillSoft/SkillPort technical issues open 24x7 – 1-888-562-4777, or logon to www.skillsoft.com > Services > Customer Support, or email SkillPort_ArmyElearning@skillsoft.com
For Army eLearning program and contract issues – email army.elearning@us.army.mil
For Army correspondence courses and MOS training guidelines – email athd@mailds01.csd.disa.mil
For assistance with any difficulty in ATRRS – logon to www.atrrs.army.mil/help